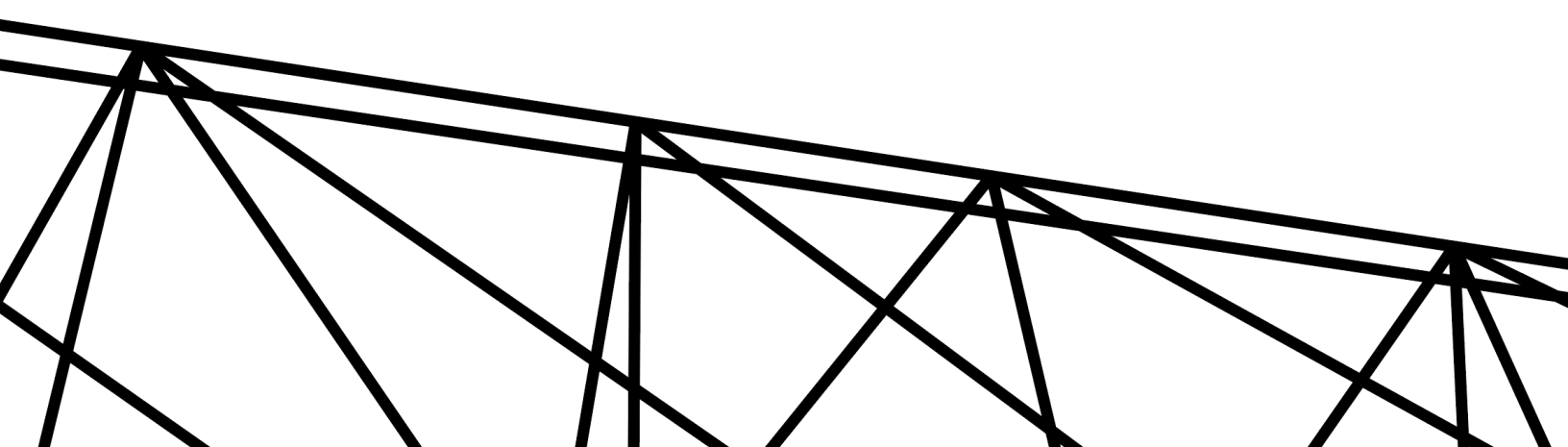




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November, 2021

# **UNGC Communication on Progress** **Implementing UN global compact principles in** **i engineering Group**



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To,  
The Secretary General,  
United Nations

Statement of continued commitment to the 10 principles of UNGC  
Period November 2021 to November 2022

Dear Mr. Secretary General

I am pleased to confirm that the i engineering Group reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption. In this our first annual Communication on Progress, we express our intent to implement the principles of the Global Compact into our business strategy, culture, and daily operations and in our sphere of influence. We are pleased to describe the initiatives we have taken so far and are committed to share this information with our stakeholders and public.

Sincerely,

A handwritten signature in blue ink, consisting of several loops and strokes, positioned above the printed name and title.

Rami Shibley  
CEO – ieng Group

## About us

We are a telecom and power service provider company and provide end-to-end engineering infrastructure solutions to the telecommunications and power industries across Africa, the Middle East and Southeast Asia. Employing a dynamic and personal approach, we have grown rapidly since our inception in 2007 to reach 20 operations with 3000 employees of 30 different nationalities. We integrate our core competencies with our clients' businesses to provide cost-effective solutions that allow our clients to succeed in their business goals.

We hold ourselves to the highest standards. Our motto reflects our commitment to provide innovative solutions suited to the demands of each of our clients. Our regional subsidiaries provide expertise, resources, and local awareness in the delivery of project-specific services. These are under-pinned by global partnerships and an international corporate infrastructure that works to ensure homogeneity in our operations across the region.

### Our vision

To become the leading EPC and O&M contractor in global emerging markets.

### Our mission

We provide EPC and O&M services to the telecom, renewable energy and construction industries in global emerging markets, seamlessly integrating our core competencies with our customers' businesses, so they benefit from competitive and comprehensive solutions.

### Our presence



## Our approach to the 10 principles

At i engineering, we focus on delivering excellent client services while strongly associating with environmental social and governance (ESG) policies. We have in place individual policies for each of E, S & G which not only guide us towards operational best practices but also societal projects through our Corporate Social Responsibility (CSR) activities. As active members of our community we also engage in local philanthropy as a part of our CSR efforts. We are an equal opportunity employer and invest heavily in the development of our staff. Enthusiasm is an essential characteristic of our company, and we encourage our staff to take an active role in professional and social initiatives.

We operate in several developing regions providing last mile telecom and power connectivity to remote locations including marginalized society. As we understand and tread the challenges and vulnerability across different geographies. we remain committed to protecting the environment, promoting human rights, supporting the community, and upholding ethical working practices. We are certified with four management systems as below reflecting our commitment to legal, social and environmental requirements: QMS ISO 9001:2015; EMS ISO 14001:2015; OHSMS 45001:2018; BCMS ISO 22301:2019.

## Environment

### Policy

At i engineering, we have a group wide policy that covers our subsidiaries and sister concerns as well. Through our policy we have deliberated on topics of Climate and Energy, Water, Waste Management, Prevention of air pollution as well as Awareness and Employee involvement on the topics.

### Goals

Through our environmental policy, we aim to establish environmental strategies, systems, processes, practices, and research initiatives keeping in view sustainability aspect, to:

- a) Comply with all applicable environmental laws and legislations and codes of practice in every geography that we operate in. Meet, and exceed where feasible, all the laid down standards and comply with compliance requirements,
- b) minimize environmental footprint
- c) operate efficiently and effectively
- d) adopt best practices
- e) reduce dependency on non-renewable resources
- f) ensure stakeholder engagement
- g) collect and share data on interactions with environmental resources.
- h) work in collaboration with our suppliers, contractors, distributors, logistics partners and service providers to reduce our environmental footprint and negative environmental impact. Incorporate environmental criteria in our supplier code of conduct
- i) consider environmental impacts throughout their value chain, beyond the fence-line of their direct operations.

### Implementation and Measured Success

The IMS and Sustainability team is responsible for overseeing the implementation of this policy across the organization. They set objectives, oversee monitoring process, carrying out internal audits, evaluate progress of targets on regular basis. These are then followed through by E&C, O&M Team, Local QHSE Team who ensure data collection and assistance during audits and implementing the initiatives as set by Group.

As a telecom and power infrastructure company most of our environmental footprint are present in our value chains specifically as Scope 3 GHG emissions. To address the same from the beginning of our sustainability journey, we are engaging our Supply Chain team in sustainability initiatives. We carry out internal audits, external certifications under ISO and external disclosures to Ecovadis annually. Going forward we will be publishing annual sustainability reports.

Key initiatives taken during 2021 are:

1. In the mid-year, we restructured our QHSE (Quality, Health, Safety & Environment) department into IMS (Integrated Management System) team into 'IMS and Sustainability' aligning with our business strategy as sustainability is a promising path to take and have committed to incorporate Environment, Social and Governance (ESG) into our operations.
2. We have been monitoring and tracking indicators such as fuel usage, water consumption and waste generation across our operations.

3. In 2021, we have covered majority of our operations to monitor and track the consumption and recycling of resources and arrived at the following information<sup>1</sup>:

Total diesel consumption	97246	kl
GHG emissions (Scope 1) from diesel consumption	246164	tCO <sub>2</sub>
GHG emissions (Scope 3) (Category- Transport from diesel vehicle)	6880	tCO <sub>2</sub>
Water Consumption for drinking purpose in offices	895	kl
Hazardous waste	37.59	MT
Recycled Wastewater at sites	1231.9	kl
Recycled non-hazardous waste (paper, plastics, metal)	57.21	MT
Recycled non-hazardous chemical waste	249.77	kl
Trees planted against trees cut	67	no.s

4. We have developed sustainability data template in line with GRI requirements and will collect all environmental data in new format from January 2022.
5. We have carried out our first Materiality exercise in i engineering group to identify the material environmental topics to the company.
6. We have rolled out new evaluation template for our supply chain to incorporate environmental and social criteria into assessing our suppliers and achieved evaluation of 44% of our group suppliers through the new process
7. We have certified our 18 operations with ISO 14001:2015 (Environmental Management Systems).

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<sup>1</sup>The data for Nov and December have been estimated conservatively based on monthly average data for the past 10 months

## Human Rights

### Policy

i engineering Group is keen on meeting its responsibility to respect human rights. The company takes into consideration potential implication of its activities and relationship with any third-party that might be causing human rights issues.

### Goals

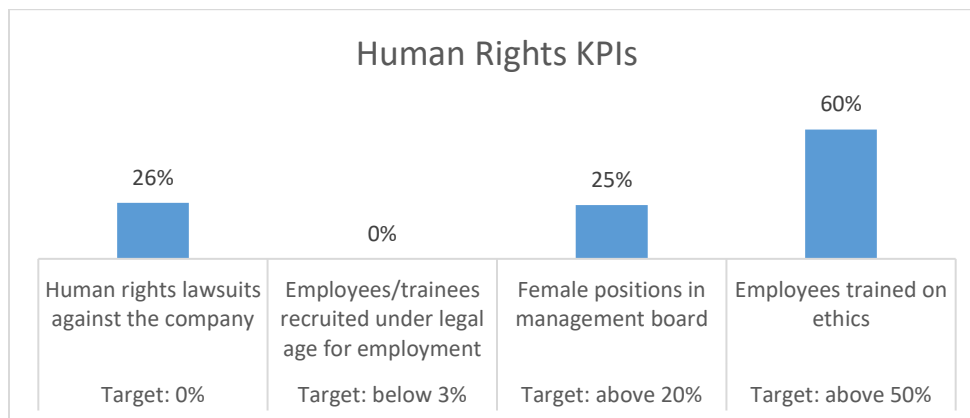
We want to make a positive contribution to human rights by supporting and promoting human rights. Our aim is to make all employees of the group aware of ieng's company culture and values, abide by our ethics principles and become employees' advocates. We want to reach 0% lawsuit cases against the company, no corruption, discrimination and harassment cases and administrative complaints.

### Implementation & Measured success

Respect, dignity, fairness, and equality is at the heart of every action we take. All our practices are regulated by our values. Our culture revolves around values, ethics, openness, empathy, and enjoyment. We have a code of conduct and ethics policy in place to support human rights and all the above mentioned. On top of that, a set of policies under human rights and ethics are complementary to the code of conduct and ethics and implemented to make sure that all employees have a complete understanding on the company's commitment to ethics and human rights. Those policies are in line with the 10 principles of the UNGC and ILO.

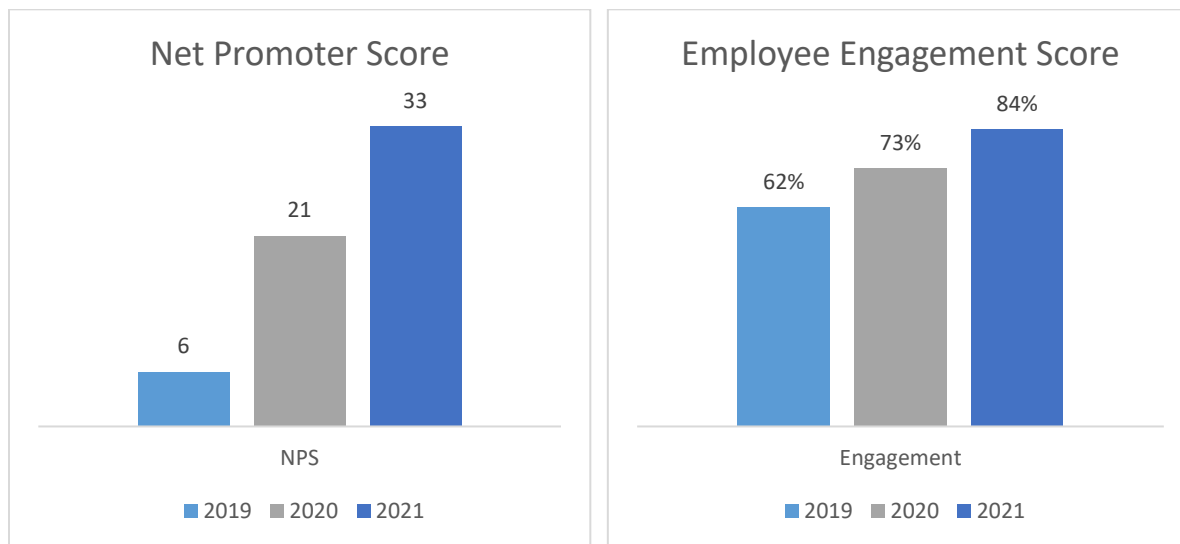
Policies and procedures are regularly updated, and employees are being trained on ethics and human rights topics to foster their capacity to respond appropriately when unforeseen situations arise, and to know how the company would act on in situations involving deviating from the company's culture and values. Grievances, complaints, and suggestions are encouraged to be shared part of our open transparent communication policy through regular meetings between the Group and ieng entities, line managers and subordinates, between departments, People department and employees. But also, through a yearly employee engagement survey.

To measure where we stand on human rights, a set of KPIs have been put in place in regards to gender equity, % of employees trained on ethics, human rights lawsuits against the company, corruption and environment.





The yearly employee engagement survey is also a way for the management to understand concerns and implement appropriate changes where needed. The Group is witnessing jumps in its NPS (Net Promoter Score) and Employee Engagement over the past 3 years as indicated in the below charts:



## Labour and Working Condition

### Policy

At i engineering we respect the International Labor Organization rules and regulations as we believe in preventing any kind of work that deprives children of their childhood, their potential, their dignity, and any harmful, physical, and mental development. The company will not hire any employee or engage a worker hired through a third-party staffing agency below the age of 18 years.

We respect the right of all workers to form and join a trade union without fear of intimidation or reprisal, in accordance with the national labor law. ieng has adopted an open attitude towards the activities of trade unions in certain operations where it is mandatory to have employees' representatives of trade unions. In addition, ieng is dedicated to maintaining a healthy environment, preventing pollution while providing the best quality of service.

### Goals

Our main objective in terms of labour is to enhance our recruitment policies and procedures supporting equal employment practices for all regardless of gender, race, age, disabilities, sexual orientation, and political affiliation. No discriminatory practices in hiring, remuneration, access to training, promotion, and termination.

To provide a safe and healthy work environment by taking effective steps to prevent potential accidents. But also, to ensure freedom of association to trade unions and a smooth collaboration between the management and trade unions for the best of the teams.

### Implementation & Measured success

To be able to achieve or go toward our goals, we have implemented those main key initiatives during 2021:

1. Revamp of the current recruitment process to attract and retain talents, but also to ensure equal treatment of all applicants, and equip new joiners with the needed tools for a perfect onboarding. A new onboarding system has been already implemented in 4 operations which represent 21% of the whole group. The rest will follow in Q4 2021.
2. Use adequate and verifiable mechanisms for age verification in recruitment procedure.

HR indicators	
No. of employees (Direct + Outsourced)	3,047
Percentage of direct female employees	10%
Percentage of women in top executive positions (excluding boards of directors)	25%

3. Establish a learning & Development strategy to promote access to skills development by signing up with reputable training providers and delivering internal workshops designed as per ieng policies and procedures and delivered by ieng employees. An Employee Relations training has been designed internally, dedicated to Country Heads, People representatives and all line managers, highlighting the role of ER in different practices, focusing on ieng culture and values, and how to reach a higher employee engagement.

We have launched so far 81% of the planned internal workshops, with an average attendance of 97%. 56.7% of the consolidated training plan has been achieved.

4. Review of the salary scale in certain operations and teams to be aligned with the company's needs and labor market. We have conducted salary benchmarking and applied new salary scales in 6 countries.
5. Draft of a new Employee Engagement policy that sets out i eng Group's commitment to employee engagement in the workplace, detailing the main 3 pillars by which employee engagement is regulated.

Type of training	Average training hours	Attendance percentage
Skill Development	94.8	80%
Ethics and Code of conduct	30	60%
Awareness training on harassment and discrimination	30	60%

## Working conditions- Health and Safety

### Policy

The group believes that, it's their responsibility to provide a clean, safe and Healthy workplace for all the employees, contractors, customers, visitors and community.

This is being achieved by implementing best practices of the ISO 45001 Management system.

### Goals

From our continuous efforts to enhance our Health & Safety management system following are the goals we tend to achieve:

1. To reduce the risks level to as low as reasonably practicable.
2. To reduce down the accidents and incidents and achieve zero harm.
3. To provide high class training to all the employees and subcontractors.
4. To establish and implement the best practices for Health and Safety management system.

### Implementation and Measured Success

For achieving the Goal, the group has established certain measures which is being reviewed timely to find out the improving areas for the better implementation:

1. Weekly QHSE Reporting of the operations regarding the Trainings, Positive – negative observations, inspections conducted and the waste management data.
2. Site inspection and EHS inspections which are being carried out for the site visits conducted by the management employees to gather the effectiveness of the implementation of Health & Safety guidelines.
3. Quarterly Mock drills to ensure that each employee is aware about the emergencies and what needs to be done during it.
4. Compliance sheet to ensure and review the level of implementation of the legal rules and regulations.
5. Half yearly internal audits for the operations of all the departments to ensure that the operations are working on the said Guidelines.
6. Quarterly QHSE Committee Meetings
7. Weekly Management Review with top management to showcase the achievements and to review the challenges faced during the week in terms of Health & Safety.
8. Yearly QHSE champion Program to determine the best performer and implementer of the Health & Safety Guidelines.
9. Lead Auditor trainings for all the QHSE's to enhance their skills and uplift the quality of the implementation and practices.

Trainings	No of Trainings	Average training hours	Percentage achieved
EHS Awareness Sessions	235	0.7	73%
QMS Awareness Sessions	131	1	93%
ESG training	2	1	100%
External Trainings	02	40	100%

## Corporate Social Responsibility

Corporate Social Responsibility is an integral aspect of management and through which we are contributing to the following SDGs:

- SDG 2 : Zero Hunger
- SDG 4 : Quality Education
- SDG 5 : Gender Equality
- SDG 13 : Climate Action

We have undertaken the following initiatives as part of our CSR activities over the last few years:

### Better Environment

**i engineering Pakistan** planted 500 plants with the cooperation of the Anthropology department from Quaid-i-Azam University, Islamabad to increase green spaces



*Tree plantation by i engineering Pakistan*



## Education and Women empowerment

i engineering Ghana constructed girl's dormitory, with the collaboration of Toni Garnn foundation (TGF) and Alam Mater education. Housing 125 girls and 2 house mothers. The facility has comfortable beds, electricity, fans, tapwater, drinking water thus providing better living conditions to rural girls and enabling them to focus on their studies and form healthy social bonding.



*Girls dormitory by iengineering Ghana*



i engineering Uganda is constructing schools and education centres with the Tonni Garn Foundation for quality education in Abato and Deseret.



Public schools in Nigeria mainly have poor infrastructure and education system. To help in any way we can, iengineering Nigeria supplied one of the schools with books to fill up their empty library and also, conducted an orientation session with students and career talks to guide them, answer their questions and encourage them to follow their dreams.

i engineering Pakistan responded to the request of a father whose only wish is to provide a better future to his kids. The company and all employees teamed up to help in providing a young ambitious girl a needed amount of money to pay her college fee after graduating from high school. Sal offshore office made a promise to Collège Louise Wegmann, a school in Beirut Lebanon to contribute with a certain amount as donation on a quarterly basis to support students with financial difficulties. Lebanon is a country accommodating a huge number of syrian refugees forced to flee the war. Many of those refugee children need support with their education. Malaak is an academic center dedicated to ending illiteracy in the camps through education, and innovative programs designed to empower families to achieve self-sufficiency have received a financial support from the company.





## Supporting local communities

i engineering Chad started an amazing initiative on their sites in the Lolo area: a manual water pump to be built next to each site, which can be used by villagers as well.



*Manual Water pump*

The Covid-19 pandemic urged us to participate in raising awareness on necessary precautions to prevent the spread of the coronavirus. i engineering Guinea donated hand washing stations to the chief of Dixinn area, where our office is located. Those stations are now located all over the region so that the public can benefit from. Masks were also distributed to the region's mosque visitors.



*Covid-19 protective masks and hand washing stations donated by I engineering Guinea*

As part of the fight against the global pandemic COVID-19, the management of ieng Liberia thought it wise to provide an awareness session to the people of the community where the office is located. The awareness session was about the basic preventive methods to follow in order to stay safe. They also donated items such as : buckets, hand soap, hand sanitizer, Clora and face masks to the community members.







### Alignment to UNGC Principles

UNGC Principles	Category	Descriptions	Alignment with SDGs:
Principle 1	Human Rights	Businesses should support and respect the protection of internationally proclaimed human rights	<b>SDG 2 : Zero Hunger</b> <b>SDG 4 : Quality Education</b> <b>SDG 5 : Gender Equality</b> <b>SDG 13 : Climate Action</b>
Principle 2		Businesses should make sure that they are not complicit in human rights abuses	
Principle 3	Labor	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	
Principle 4		Business should uphold the elimination of all forms of forced and compulsory labour	
Principle 5		Business should uphold the effective abolition of child labour	
Principle 6		Business should uphold the elimination of discrimination in respect of employment and occupation	
Principle 7	Environment	Businesses should support a precautionary approach to environmental challenges	
Principle 8		Business should undertake initiatives to promote greater environmental responsibility	
Principle 9		Businesses should encourage the development and diffusion of environmentally friendly technologies	
Principle 10	Anti-Corruption	Businesses should work against corruption in all its forms, including extortion and bribery	